



**Classification:** Clerk Typist III (COMMD)

**Title Code:** V00033

**Pay Range:** 12

**POSITION SUMMARY:** An employee in this position provides administrative and secretarial support in the Communications Division and maintains a close and highly responsive relationship with fellow staff in the day-to-day activities of the division. Work includes varied clerical and secretarial duties requiring a considerable knowledge of office practices and an understanding of departmental procedures. The employee is expected to exercise judgment and initiative in the performance of assigned duties; however, general supervision is provided by the division director.

**DESCRIPTION OF DUTIES PERFORMED** (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.):

Organizes and prioritizes the flow of work within the scope of job duties and expedites the dissemination of work to division staff in order to meet predetermined deadlines.

Answers the telephone; ascertains purpose of call and furnishes information from knowledge of agency policies, rules, and procedures; transfers calls to appropriate individual if further assistance is needed.

Collects, opens, reads, sorts, and distributes hard copy and electronic mail; may contact originating source to ascertain where mail needs to be forwarded.

Types, thoroughly proofreads, copies, forwards, and files a variety of documents (e.g., training and/or technical documents, correspondence, department memoranda, IOCs, division special orders, contract releases, purchase orders, requisitions, bid specifications, etc.).

Processes division statewide telecommunications bills (e.g., types, checks, and/or process purchase orders and invoices, forwarding them to the Budget and Procurement Division for processing.)

Reviews of the statewide telecommunications billing detail on paper bills and in the MOBUYS online system to identify trends.

Analyzes usage trends and makes appropriate adjustments to telecommunications services to hold costs down.

Enters data from the division's invoices into the computer for tracking purposes and answers inquiries about the status of a bill.

Maintains the state purchasing Visa Card program for division employees (e.g., coding receipts, balancing invoices, and submitting statements to the Budget and Procurement Division for processing).

Deals directly with affected telephone company personnel; troop and division staff reference reconciling and verifying bills; troubleshoots and resolves problems (e.g., fraud, misuse, etc.); handles situations inherent to verifying charges related to a department billing statement (e.g., ensures billing accuracy).

Maintains current year-to-date information reference division finances and responds to requests for information.

Reconciles the monthly Budget Summary Report received from the Budget and Procurement Division to ensure accuracy.

Types expense reports (e.g., regular expenses and accountable uniform allowance expenses) for division staff; checks entries and attachments; submits report to affected division staff member and division director for signature; forwards to Budget and Procurement Division for processing.

Handles a variety of job duties reference the MULES Users Training Conference (e.g., making arrangements with convention center; procuring equipment; printing and mailing brochure; photocopying and assembling training packets; registration of program participants; handling problems, concerns or special requests, etc.).

Proofs, copies, sorts, labels, and mails newsletter for statewide users of the Missouri Uniform Law Enforcement System; receives statistical printouts documenting an agency's MULES usage and distributes with newsletter.

Schedules appointments and meetings for division staff, assembles materials for meetings, secures meeting room, procures equipment, etc., necessary to conduct meetings.

Makes calendar entries reference meetings, deadlines, MULES Users Conference duties pending, etc.

Checks supplies in storage area and prepares a requisition for supplies and forms; receives and processes requests from division staff reference supply needs; stocks supplies upon delivery.

Establishes, maintains, and purges files as needed; archives materials to ensure they are available per state auditing procedures.

Maintains inventory records of GHQ Communications office nonexpendable property.

Performs other related work as assigned.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:** Considerable knowledge of business English, spelling, and arithmetic.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of software programs (i.e., MSWord, Excel, Access, PowerPoint, etc.).

Ability to apply and interpret departmental policies and procedures utilizing forms specific to the Patrol.

Ability to organize and plan work effectively.

Ability to maintain, update, and purge various records, files, and databases (to include spreadsheets and appropriate back-ups).

Ability to process a bills for payment.

Ability to properly disseminate information in a timely manner.

Ability to keep a log of the division budget.

Ability to deal effectively and provide assistance to others.

Ability to collect, open, read, sort, and distribute mail.

Ability to prepare and package materials and arrange for shipping.

Ability to type, thoroughly proofread, copy, forward, and file a variety of documents detailed in the description of duties.

Ability to check and process purchase orders and invoices.

Ability to deal with questions from auditors reference work performed and records retained.

Ability to establish, maintain, and purge files.

Ability to make calendar entries, track deadlines, and perform work noted.

Ability to check supplies in storage area and place orders to replenish.

Ability to schedule appointments for division staff, as needed.

Ability to operate basic office equipment as detailed in the description of duties.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both verbally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

**MINIMUM EXPERIENCE AND EDUCATION REQUIRED** (The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.):

Possession of a high school diploma or equivalent and possess two years experience as a Clerk Typist II or three years of comparable experience.

**FLSA STATUS:** Non-Exempt

**WORK SCHEDULE:** An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.